

**DETAILED ACTION**

**EXAMINER'S AMENDMENT**

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Mr. Michael Stewart on 4/3/2009. The application has been amended as shown in the attachment.

***Allowable Subject Matter***

2. Claims 1-23 are allowed over the prior art of record. The following is an examiner's statement of reasons for allowance: Doyle (already of record) disclose method for aiding in tuning of one or more speech applications, comprising: receiving event data (*figure 4; call log 136*); storing the event data in a database (*figure 4; call log 136*); receiving a request for information (*call log 136 is accessed in figure 5*); retrieving at least a portion of the event data from the database based on the request (*steps 51-520 in figure 5*); formulating a response to the request using the identified potential problem areas (*steps 550 in figure 5*); and presenting the response to aid in improving the performance of the at least one speech application script (*steps 560 and 590-597 in figure 5*). Doyle fails to specifically disclose that event data is associated with a plurality of user interactions with at least one speech application script played by the one or

more speech applications; identifying, using a voice stream analyzer device, potential problem areas with at least one speech application script (*the speech application script is described in disclosure as "question" or "prompt" played to the user*), using the retrieved event data; periodically analyzing the event data using a voice stream analyzer device, to identify potential problem areas with at least one speech application script; generating results of the periodic analyzing; and presenting the results to aid in improving the performance of the at least one speech application script. Furthermore, it would have not been obvious to one of ordinary skill in the art at the time of invention to modify Doyle in order to obtain the claimed invention. Therefore, claims 1-23 are allowed over the prior art of record.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to HUYEN X. VO whose telephone number is (571)272-7631. The examiner can normally be reached on M-F, 9-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Patrick Edouard can be reached on 571-272-7603. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Huyen X Vo/  
Primary Examiner, Art Unit 2626

4/11/2009

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